



King County
RECEPTIONIST
ADMINISTRATIVE SPECIALIST II
PUBLIC HEALTH – SEATTLE & KING COUNTY
PREVENTION DIVISION
Hourly Rate Range \$16.42 - \$20.81
Job Announcement: 06MH5845
OPEN: 2/6/06 CLOSE: 2/15/06

WHO MAY APPLY: This career service position is open to all eligible candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Employment Services, 999 3rd Avenue, Suite 600, Seattle, WA 98104 or fax to (206) 205-5430.** Applications materials must be received by 5:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Dorann Loehr at (206) 296-1113 for further inquiries. **PLEASE NOTE:** Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form, data sheet](#), supplemental questionnaire, resume and letter of interest detailing your background and describing how you meet or exceed the requirements are required. Applications will be screened out if all required materials are not submitted.

WORK LOCATION: 999 Third Avenue, Seattle, WA – Fifth Floor.

WORK SCHEDULE: This position is overtime eligible. It works a 40 hour work; Monday through Friday; hours of operation are: 8:00 a.m. to 5:00 p.m. A flex schedule is not available for this position.

POSITION PURPOSE: This is a career-service position with responsibilities that require confidentiality. It reports to and works under the general supervision of the Deputy Division Manager for the Prevention Division. The focus of this position is to: provide reception, both in person and via telephone for the 5th floor Wells Fargo Center staff and the programs housed therein; serve as the primary timekeeper for designated programs on the 5th floor; process incoming and outgoing mail and deliveries for the 5th floor; and provide general clerical support and special project support to the division administration staff.

PRIMARY JOB DUTIES INCLUDE:

Reception and Emergency Operations:

- Open and close office on schedule: open 8:00 am and close at 5:00 pm.
- Greet and assist all guests/visitors upon entry to office suite. Ensure all guests/visitors sign in/out and are issued a visitors badge.
- Answer multi-line telephone and triage and route calls to appropriate staff.

- Provide specialized and/or technical program-specific information that requires limited interpretation of established policies, procedures and other relevant sources to internal and/or external customers over the telephone, in writing and/or in person. This may involve sensitive or confidential information and/or potentially volatile situations.
- Receive and route all incoming packages; distribute mail.
- Coordinate coverage for breaks, lunch, meetings, and vacations.
- Know and understand emergency procedures and be prepared to assist staff in implementing those during an emergency.

Timekeeping:

- Serve as the primary timekeeper for designated programs. Follow all timekeeping policies and procedures as provided by Payroll Services.
- Provide orientation to new staff regarding Payroll practices.
- Accurately enter payroll labor hours as provided by union contracts and personnel guidelines.
- Coordinate payroll data entry verification.
- Maintain confidentiality of all payroll information.
- Work with supervisors to resolve payroll concerns.

General Office and Division Support:

- Create, maintain and update desk manual.
- Perform photocopying, binding and collating.
- Assist with multiple programs large volume of Request for Proposals (RFPs) and large mailings.
- Maintain office as equipment.
- Perform light to moderate numerical calculations involving accounts payable, accounts receivable, reconciling accounts, monitoring expenditures, preparing budgets, payroll and/or other applications.
- Under direct supervision, assist with inventory, ordering, collection and distribution of supplies and/or equipment. Follow procurement procedures and maintain appropriate audit trail files.
- Ensure invoices are processed and accounted for items purchased in a timely manner and within guidelines of the Department.
- Compose, draft, type and/or word process, proofread and edit documents, contracts, and/or correspondence to ensure these conform to the appropriate use of the English language and established procedures.
- Assist with scheduling meetings and maintaining calendars for supervisor and/or division.
- Under direct supervision, assist with special projects which may include the following type of work:
 - establish, maintain, code, modify, track and/or retrieve information;
 - compile data that may require information searches through files, contracts, records, microfilm, microfiche, maps or computer files, including spreadsheets and/or customized database applications; and
 - enter, obtain and/or verify information and making sure the appropriate disposition of evidence and/or exhibits for contracts.
- Perform other related duties as assigned.

QUALIFICATIONS:

- Application materials will be used in evaluating applicants' skills, including written communication skills.
- Alphanumeric filing skills and basic math skills. **Applicants will be tested in these skills.**
- Skilled at using word processing, Outlook calendaring, and spreadsheet software to complete assigned clerical tasks. **Applicants will be tested in these skills.**
- Skilled at providing excellent customer service with discretion, patience and professionalism in person and over the phone.
- Demonstrated knowledge of good customer service etiquette and concepts.
- Skilled at communicating in a pleasant, non-judgmental, respectful, culturally sensitive manner under varying levels of stress (this may include high levels of noise, limited resources, etc.).
- Skilled at handling difficult interpersonal interactions with discretion and diplomacy.
- Skilled at maintaining confidentiality.
- Skilled in the use of multi-line telephone systems as well as other office equipment including fax machines, copiers, label makers, and printers.
- Skilled at working as part of a team and independently.
- Ability to move up to 25 pounds from one location to another and the ability to repeatedly sit throughout the day.
- Skilled in prioritizing and completing multiple tasks simultaneously.
- Skilled in problem solving.
- Skilled at working with a diverse population.
- Ability to learn, interpret, and apply complex policies and procedures.
- Skilled at adapting to changes in workload demands.
- Organizational skills.
- Skilled in providing training.

NECESSARY SPECIAL REQUIREMENTS:

- The selected candidate will be required to pass a thorough background investigation.
- Must be able to work 8:00 a.m. to 5:00 p.m. Monday through Friday.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law
- Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time.

DESIRABLE QUALIFICATIONS: Preference is given to applicants with previous health care industry experience.

UNION MEMBERSHIP: International Federation of Professional & Technical Engineers, Local 17, AFL-CIO

CLASS CODE: 8387 SEQUENCE NUMBER: 80-8387-2155

Name: _____
please print

**SUPPLEMENTAL QUESTIONNAIRE
RECEPTIONIST
ADMINISTRATIVE SPECIALIST II
PUBLIC HEALTH- SEATTLE & KING COUNTY
Prevention Division/Administration**

Please include this Supplemental Questionnaire along with the King County application form, data sheet, resume and letter of interest. Please limit your response to a maximum ¼ page for each question.

1. This position serves as the Receptionist for the Prevention Division. As such, the schedule for this position is fixed as: Monday through Friday, 8 a.m. to 5 p.m. Do you have the ability to meet this schedule requirement?
2. Describe your work experience of providing customer service in person and on the phone.
3. Give an example of a team you've been on and the behaviors you performed that you think improved the functioning of the team.
4. Describe your experience with Microsoft Office products as well as your comfort level in learning and instructing on new software.
5. Describe your work experience in working independently.